

EDITED TASK LISTING

CLASS: SYSTEMS SOFTWARE SPECIALIST III (TECHNICAL)

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Consult with the application developers to define the required systems specifications using business/user requirements, communication skills, and knowledge of systems software, databases, security, and/or networks as required by business need.
2.	Validate team members' technical recommendations in systems design to ensure correctness using technical knowledge, documentation, and communication skills, as required by new team members' work.
3.	Make recommendations, both formal and informal, to teammates, supervisors, managers, and users on hardware/software systems (e.g., new releases, features, and products; problem resolution; patches/fixes, etc.) to suggest alternatives to satisfy the business requirements using technical knowledge, documentation, and communication skills, at the direction of the manager or project manager, or based on the information that they have.
4.	Install hardware/software systems (e.g., new releases, features, and products; patches/fixes, etc.) to provide increased functionality and meet department requirements, using vendor-supplied tools, documentation, technical knowledge, etc. as required by business need.
5.	Test newly installed hardware/software systems (e.g., new releases, features, and products; patches/fixes, etc.) to ensure that they function correctly and meet business requirements, using test scenarios and test plans, vendor supplied tools, documentation, technical knowledge, etc. as required by business need.
6.	Evaluate new products to determine if they will support and enhance CDC's automated business functions and ensure they meet business requirements as stated in the Agency Information Management Strategy (AIMS), using technical knowledge, vendor documentation, product sample or trial, vendor presentations, etc. as required by business need.
7.	Mentor new staff in the unit in the use of software products, tools, and procedures to ensure that they understand the departmental standards using classroom and one on one instruction, vendor supplied materials, DOM, and documentation, as required by new team members' work.
8.	Report the status of systems projects, weekly maintenance efforts, change control items, or problem resolutions to supervisors and users to ensure that they are informed using status reports, problem management software, change management documents, time management systems, and technical knowledge, weekly or as required.
9.	Consult with people in outside agencies and in CDC to inform them of services provided by systems software teams, answer questions/inquiries about connectivity with our systems, facilitate data exchange, etc. using technical knowledge, business requirements, documentation, communication skills, as required by business need.
10.	Create project plans to produce schedules that will meet the department's requirements, using automated project management tools, vendor requirements, history of similar projects, technical knowledge, documentation, etc. based on departmental requirements.

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11.	Design most complex databases for the business unit to support the business functions (e.g., providing automated resources and tools to increase units' efficiency) using business requirements, system requirements, and system specifications, as directed by the project manager.
12.	Plan security architecture for systems in order to maintain systems security using DOM, tools supplied by the vendor, SAM, user requirements, Information Security Officer, etc. as mandated by state requirements and CDC policy.
13.	Implement most complex new database structures and database structural changes for the business units to support new or enhanced business functions using business requirements, system requirements, systems specifications, technical knowledge, documentation, etc. as required.
14.	Test most complex new database structures and database structural changes for the business unit to ensure that it meets business requirements using test cases, system requirements, and system specifications, as required.
15.	Perform most complex recovery efforts to ensure system availability using technical knowledge, documentation, tools supplied by the vendor, etc. as required by the service level agreement with the business unit.
16.	Conduct disaster recovery planning for their system area in order to ensure systems availability using technical knowledge, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user.
17.	Participate in operations recovery planning for their system area in order to ensure systems availability and business resumption using technical knowledge, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user.
18.	Develop plan to meet future capacity needs based on changing business requirements and trend analysis using business requirements, technical knowledge, documentation, tools supplied by the vendor, trend analysis, history of similar projects, sound, accurate, and informative statistical and other reports, etc., as required.
19.	Oversee teammates' work projects (e.g., recovery tasks, system utilization reports, capacity planning efforts, database design, hardware/software installation, security, procedure development, etc.) to ensure that the work is accurate and complete and meets business requirements using communication skills, technical knowledge, reports and statistics, vendor documentation and tools, etc. on an on-going basis.
20.	Liaison with vendors to report, troubleshoot, and resolve the most complex software problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems, etc. as required.
21.	Ensure that team members maintain updated configuration of hardware, software, and documentation to meet SAM requirements, ensure that disaster recovery and operational recovery plans are current, and facilitate future upgrades or enhancements using technical knowledge, communication skills, change management process documentation provided by team members, etc. as required.

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22.	Review control agency documents, budget change proposals, security plans, feasibility study report, and disaster recovery plans to ensure their accuracy and feasibility, and determine their impact using their technical knowledge, documents (e.g., control agency documents, budget change proposals, security plans, feasibility study report, disaster recovery plans, etc.), and communication skills, as required.
23.	Assign work to staff members in order to balance the workload and effectively match employees' skills to their assignments using knowledge of the employees' skill sets, knowledge of the tasks to be performed, and knowledge of the total workload, at the direction of the manager.
24.	Train users about changes to existing programs and new programs to properly use the software tools and understand the impact of changes to their computer environment using vendor documentation, technical knowledge, and communication skills, as needed.
25.	Meet with project leaders on matters relating to workload schedules, priorities, and resource requirements in order to meet project schedules and requirements, using knowledge of the project plan and schedule, technical knowledge, and communication skills, at intervals determined by the project lifecycle.
26.	Review command language programs written by team members to ensure accuracy using technical knowledge, system requirements, vendor documentation, communication skills, etc. as needed.
27.	Create most complex command language programs to ensure that system and business requirements are met using technical knowledge, system requirements, vendor documentation, etc. as needed.
28.	Act as project manager to coordinate diverse job functions in order to deliver an integrated solution using project management skills, business requirements, communication skills, and personal knowledge, as assigned by the manager.
29.	Conduct research of the computer and information technology industries to identify technological trends and new technologies and use this information to recommend alternative solutions for improving the CDC customers' business processes using technical knowledge, industry documentation, business requirements, etc. on an on-going basis.
30.	Provide technical assistance in a multi-vendor environment to CDC customers and staff to resolve their most complex data processing technical issues/systems software problems and problems using technical knowledge, problem knowledge, vendor documentation, communication skills, etc. as required.
31.	Develop configuration plan for the most complex systems software that includes, but is not limited to, the operating system, layered products, databases, security products, and network products in order to facilitate their seamless and smooth integration in to the computing environment using technical knowledge, vendor documentation, business requirements, etc. as required.

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Task #	Task
32.	Oversees the installation of the most complex systems software that includes, but is not limited to, the operating system, layered products, databases, and network products in order to facilitate their seamless and smooth integration in to the computing environment using communication skills, technical knowledge, vendor documentation, business requirements, etc. as required.